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T & W WATER



March 18, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78701

Re: Project No. 50664, *Issues Related to the State of Disaster for the Coronavirus Disease 2019*

Dear Commissioners:

As our national and state emergency response to the Coronavirus Disease 2019 takes shape, T&W Water Service Company, its parent company, NW Natural Water of Texas, LLC, and the entire NW Natural Water family of utility companies (collectively, "NW Natural Water") are sensitive to the impact this event is having on water utility customers. In response to the Memorandum filed on March 16, 2020 in this matter by Ms. Connie Corona, PUC Chief Program Officer, I would like to share a few initial steps NW Natural Water has taken to provide all of its water customers relief as they deal with this crisis.

NW Natural Water is actively monitoring and evaluating the latest news and impacts of the COVID-19 pandemic. In anticipation of potential impacts to our customers that may be affected by COVID-19, NW Natural Water and all its affiliates have voluntarily decided to: (1) waive all late charge fees for delinquent bill payments; and (2) suspend all disconnects for non-payment of bills. NW Natural Water has implemented this decision in order to be immediately responsive to the rapidly changing economic conditions facing customers in the wake of the COVID-19 pandemic. NW Natural Water intends to consider other ways it can help its water utility customers and their communities in the days and weeks ahead. But relieving customers of these immediate sources of anxiety will hopefully provide some comfort as they help to "flatten the curve" where they reside.

Please do not hesitate to contact me at (936) 756-7400 or at the e-mail address below if you have any questions regarding these efforts. You may also contact Justin Palfreyman, President of NW Natural Water with questions by e-mail at Justin.Palfreyman@nwnatural.com. Thank you.

Sincerely,

Ron Payne
General Manager
T&W Water Service Company

cc: John Paul Urban, PUC Executive Director
Connie Corona, PUC Chief Program Officer
Justin Palfreyman, President, NW Natural Water
Eric Nelsen, Senior Regulatory Attorney, NW Natural Water

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